Dakota Wandro

dakotawan@gmail.com
(319) 504-0643

Dedicated IT professional with over 10 years of industry experience and demonstrated success in the areas of operations, DevOps, and SRE. Highly proficient in the development of automation for solving complex issues and workflows. Skilled in troubleshooting issues in distributed systems. Proven ability to collaborate with developers and other IT team members to produce high value business outcomes.

Areas of Expertise

- Site Reliability Engineering
- Continuous Integration/Continuous Delivery
- Configuration Management
- DevOps Culture, Practices, and Tools
- Technical Leadership

Technical Proficiencies

- **Platforms** - Amazon Web Services (AWS), Kubernetes, VMware Tanzu, Docker Enterprise, vSphere, Ubuntu 10.04+, RHEL 6+, macOS, Windows
- **Monitoring** - CloudWatch, DataDog, AppDynamics, Grafana, Prometheus, Elastic, Dynatrace, Icinga2, InfluxDB, PagerDuty, Graphite, Fluentd
- **DevOps Tools** - Terraform, GitHub Actions, Drone, FluxCD, Kustomize, Helm, Docker, Puppet, Ansible/AWX, Jenkins, JFrog
- **Web Services** - Istio, Tomcat, Apache, NGINX, HAProxy, Keepalived, PM2, Uvicorn
- **Development** - Python (primary), JavaScript/TypeScript, Golang (Go), Bash, Ruby, Groovy

Professional Experience

John Deere - Moline, IL

Staff Software Engineer, Site Reliability Engineering   2022-08 - Present

Serves as a technical leader for a team of engineers. Creates self-service solutions for product teams to improve observability and reliability in their products.

Key Achievements

- Created an event-driven solution for aggregating product uptime info from disparate monitoring systems into a single dashboard.
- Produced Terraform modules and Ansible playbooks to automate the provisioning of Chaos Engineering tools for GameDay scenarios.
- Setup prebuilt Devcontainer image to simplify onboarding to SRE team projects and enable fast driver switching when pairing/mobbing.

O'Reilly Auto Parts - Springfield, MO

Senior Site Reliability Engineer   2022-02 - 2022-08

Worked with infrastructure, InfoSec, QA, and development teams to improve security, observability, and availability of production systems.

Key Achievements

- Served as the technical lead to complete the Kubernetes migration of a multi-billion dollar eCommerce application.
- Setup dashboards and alerting for Kubernetes environment to improve incident response processes.

System Architect   2020-08 - 2022-02

Served as the technical leader for the Linux infrastructure team. Trained engineers on processes and technologies.

Key Achievements

- Designed and implemented a Kubernetes cluster management strategy using FluxCD on the VMware Tanzu Advanced platform.
- Setup Puppet 6 production infrastructure for Ubuntu 18.04+ and RHEL 8+ systems.
- Deployed InfluxDB and Grafana via Ansible for monitoring nodes managed by Puppet 6.

System Admin Supervisor   2019-12 - 2020-08

Oversaw the completion of infrastructure projects. Coached a team of engineers, admins, and developers.

Key Achievements

- Led team in the deployment and support of new VPN servers at the onset of the COVID-19 pandemic.
- Enabled the Network Operations Center team to restart critical collaboration services to reduce MTTR and business impact.
- Transitioned incoming support requests to Jira to improve developer experience and customer satisfaction.

Senior System Engineer   2018-12 - 2019-12

Responsible for performing System Engineer duties, overseeing engineering projects, and mentoring admin team members.

Key Achievements

- Setup Bitbucket Datacenter infrastructure via Puppet.
- Setup a production DR environment for oreillyauto.com in Kubernetes using Docker Enterprise.

System Engineer   2017-06 - 2018-12

Responsible for the implementation and support of Linux infrastructure for new and existing technologies. Assumed the role of Puppet SME for the team.

Key Achievements

- Puppetized new internal DNS/DHCP infrastructure spanning two datacenters and multiple security zones.
- Designed and implemented a new CI/CD environment with Artifactory Pro, SonarQube, Jenkins, and Dockerized Jenkins agents.

Senior System Administrator   2016-10 - 2017-06

Responsible for the installation, configuration, and maintenance of Linux servers to support the company's corporate infrastructure.

Key Achievements

- Setup Dynatrace AppMon 6.5 test and prod infrastructure and migrated agents from the old stacks.
- Performed major upgrade of O'Reilly Auto's business intelligence software suite.

Sayers (John Deere) - Moline, IL

Service Delivery Engineer   2013-04 - 2016-10

Responsible for all aspects of Deere's Mac and Linux desktop environments.

Key Achievements

- Developed a self-service solution for resolving and avoiding account lockouts for Mac users, resulting in a 50% reduction in Tier 3 support escalations.
- Reduced lead time for Mac computer deployments from one month to one week.
- Developed the first fully automated RHEL Desktop/Workstation provisioning process for Deere.

Education & Credentials

Education

Hawkeye Community College – Waterloo, IA   2008-08 – 2010-05

Field of study: Information Technology

West High School – Waterloo, IA   2006-08 – 2010-05

Field of study: General Education

Professional Certifications and Course Completions

- ITIL Foundation in IT Service Management - 2018-08
- Puppet Fundamentals - 2012-11
- CompTIA A+ Certified Professional IT Technician - 2009-05
- CompTIA A+ Certified Professional Depot Technician - 2009-05

References

References available upon request.